

**ORGANISATION
WALES JOB DESCRIPTION TEMPLATE - FINAL**

JOB DETAILS:

Job Title:	Assistant Technical Officer – Production/QA
Pay Band:	4
Hours of Work and Nature of Contract:	To be completed on recruitment
Division/Directorate:	Pharmacy
Department:	Pharmacy
Base:	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Production Manager
Reports to: Name Line Manager	Michelle Jenkins
Professionally Responsible to:	Accountable Pharmacist

JOB SUMMARY/JOB PURPOSE:

<ul style="list-style-type: none"> • To determine, prepare and process documentation for preparation of aseptic products within production to ensure a timely pharmacy service to patients across Wales • To organise and manage the over labelled non-sterile and repackaging workload within production • Provide a clinical, patient focused service contributing to the quality and safety of medicines. • Responsibility for the production of financial reports for costing purposes and activity data requested by the Production Manager.

- To be responsible for co-ordinating and providing a technical specialist Quality Assurance (QA) service for the Production Unit at the Pharmacy Department, Temporary Medicines Unit, CIVAS @ IP5
- To aid the technical specialist Quality Control (QC) laboratory service and to supervise the day-to-day activities within the QC service.
- To be responsible for the delivery of technical specialist training in QC and laboratory technique for all staff.
- To be responsible for ensuring, via an environmental testing program, the maintenance of an aseptic, contamination free, environment to legislative standards and produce documentary evidence of the maintenance of the standard. To report to the Production Manager any deficiencies within the unit where necessary or urgent remedial action is required. Ensure all environmental monitoring documentation is kept up to date and reviewed regularly as required by current legislation.

DUTIES/RESPONSIBILITIES:

- To supervise on a day-to-day basis, the duties carried out by assistant technical officers and production operators, participating in the assembly and preparation of aseptic products and non-sterile over labelling/repackaging.
- Manage the availability of medicines for patients through efficient and effective purchasing of pharmaceuticals using the pharmacy computer systems, in conjunction with procurement staff.
- To communicate with procurement staff to determine appropriate actions to expedite supply when required.
- To prepare accurate documentation either via the Pharmacy computer system, or via other systems such as Episys working within strict timescales to meet deadlines for patient treatment.
- To liaise with the Production Manager when supply problems arise, in a timely manner.
- To log activity data relating to prepared products within production on a monthly basis
- All duties are carried out according to Standard Operating Procedures, and work is managed by the Production Manager.
- Responsibility for safe use and maintenance of mechanical handling equipment and seek advice on appropriate replacement equipment when required.
- To organise, manage and document a system of checking the expiry dates of drugs in the production areas and ensure rotation of stock. Maintain a database of the cost of Pharmaceutical waste.
- To organise and document the results of rolling stock checks for production areas. Thereby demonstrating a robust audit trail and report any stock discrepancies to the Production Manager.
- Manage and co-ordinate a communication system to advise of supply problems and shortages to Production Manager.
- Responsible for the production of reports in spread sheet and chart format on any aspect of departmental activity, workload, performance, or drug costing or expenditure. Reports are for the Senior Pharmacy Management Team.
- Contribute to departmental audits.
- Keep appropriate records for unlicensed medicines purchased.
- Ensure Controlled Drugs records and registers are maintained.
- To assist in the destruction of hazardous drugs/chemicals, ensuring that they are disposed

of in accordance with the NWSSP Policy for the Disposal of Hazardous waste. To comply with Health and Safety and COSHH legislation to ensure safe handling of all pharmaceuticals and heavy boxes containing infusion fluids.

- To have responsibility for monitoring the drug refrigerators in the Pharmacy department to ensure they operate within the specified temperature range and report any non-compliance to the Production Manager.
- To maintain relevant QA documentation.
- To assist in reviewing and assessing new technical or laboratory products or equipment for the suitability for use within the aseptic unit.
- To use specialist equipment and ensure that equipment is appropriately set up, calibrated, cleaned and maintained.
- To prepare and set up relevant documentation for validations of processes, products, equipment and operators. Undertake validations and collate results as dictated by service needs.
- To participate in the maintenance of the Quality Management System (Q-pulse).
- To supervise on a day-to-day basis, duties undertaken by ATO's and Production Operators participating in duties, ensuring that all work undertaken is carried out in accordance with departmental SOPs and Policies.
- To participate in the training of all staff in QC/QA processes and laboratory technique.
- To ensure all staff within the aseptic unit work in accordance with Health and Safety at Work and COSHH regulations and any other relevant statutory requirements and within the procedures laid down within Departmental procedures.
- To contribute to the development of the Pharmacy QC/QA service by identifying areas for improvement, suggesting developments and changes in process, services and policies.
- To be responsible for the clerical work for ordering laboratory stock/equipment, dealing with accounts payment, filing of documentation within the aseptic unit.
- To use the Pharmacy Computer System for all aspects of data entry and system interrogation.
- To produce reports, for validation and use by senior management, using the Pharmacy Computer System, Q-pulse and Excel spreadsheets.
- To record and compile environmental testing results into trending spreadsheets and create associated graphs.
- To ensure that all duties are carried out according to SOPs and work is managed by the Production Manager.

- To deal with frequent interruptions which are unpredictable, requiring changing planned activities in response to interruptions e.g. staff issues, urgent documentation requests.
- To ensure concentration is maintained at all times whilst checking stock, undertaking duties etc.
- Exposed to unpleasant working conditions, including working in cramped and restrictive conditions when working in isolators. Exposed to fumes of cleaning products when spraying in products. Handle cytotoxic drugs and various other agents under COSHH regulations.
- To commit to personal self-development and training reflecting the needs of the post and the department as identified through performance appraisal.
- To participate in rotas for late nights, weekends and public holidays.
- Any other duties as required by Professional or Technical staff within the area of responsibility.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post. Essential criteria must not state “or willing to work towards” any qualification.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Good standard of general secondary education</p> <p>NVQ Level 3 in pharmacy or equivalent experience</p> <p>GCSE Grade C or above in Math's, English and Science</p> <p>Knowledge of Aseptic Pharmaceutical Procedures acquired through relevant training</p> <p>Computer literate</p> <p>Knowledge of the principles of Good Manufacturing Practice (GMP)</p> <p>Basic knowledge of the functions of the NHS</p> <p>Knowledge of hospital pharmacy practices</p>	<p>BTEC/Diploma or equivalent demonstrable experience</p> <p>Manual handling Trainer or ability to complete</p>	<p>Application form</p> <p>Interview</p> <p>Documentary evidence</p>
Experience	<p>Minimum of 18 months experience of working in a Production Unit</p> <p>IT Expertise</p> <p>Experience of producing reports</p>		<p>Application form</p> <p>Interview</p> <p>References</p>

	<p>Experience of procurement duties</p> <p>Experience of environmental monitoring</p> <p>Experience of dispensing, repackaging, and over-labelling of medicinal products</p>		
Aptitude and Abilities	<p>Highly motivated</p> <p>Flexible and adaptable to changing demands and situations</p> <p>Conscientious, responsible and reliable</p> <p>Ability to work under pressure</p> <p>Ability to work independently, using own initiative</p>	Ability to speak Welsh	Application Form Interview References
Values	Additional demonstrable qualities that may be beneficial to the role, e.g. care, compassion, competence, communication, courage and commitment		Application Form Interview References
Other	Ability to travel independently between sites		Application form Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution

to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the

HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

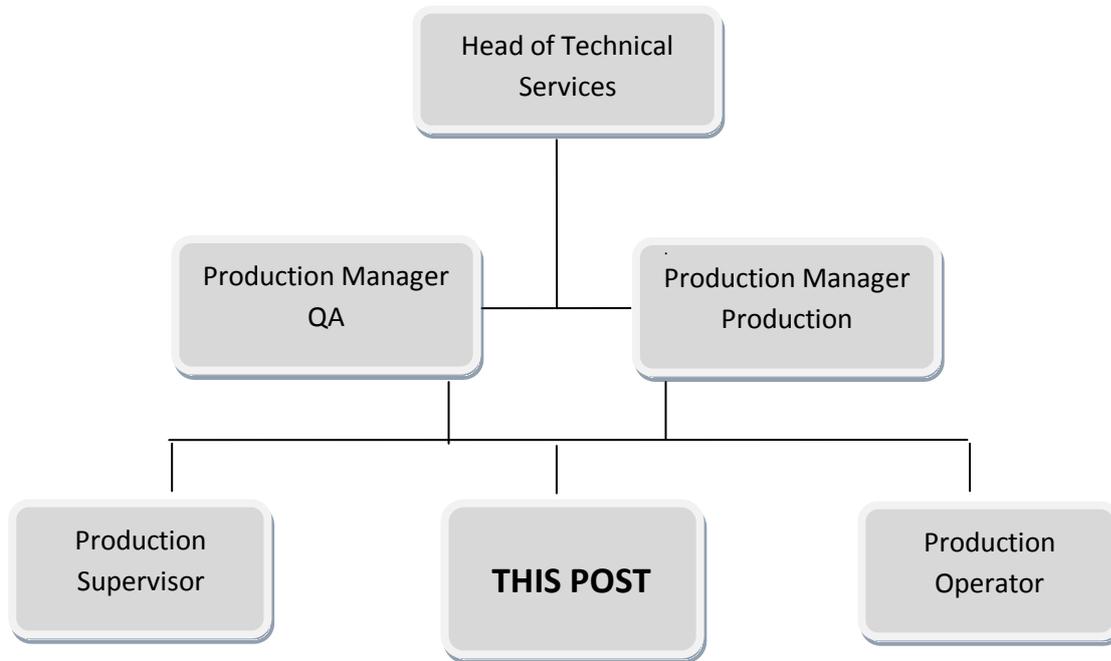
APPENDIX 1

Job Title: Assistant Technical Officer – Production/QA

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: Assistant Technical Officer – Production/QA

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Moving of light weights in a confined space.	Several times a day	Up to three hours	Moving of light weights (medicinal products) in a confined space
Occasional moderate effort for several short periods. Preparing shipping boxes (no heavier than 15kg)	Two to three times a week	Ten minutes	Moving from a bench to a trolley
Sitting in restricted positions using repetitive movements	Two to three times a week	Up to three hours	
Cleaning of the clean room unit. Using a flat mop to swipe across ceilings, wall's and floors.	Daily Weekly Monthly	5-10 mins 2 hours 3 hours	Essential requirement of the role

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Carrying out supervisory tasks, , checking stock, checking of worksheets and batch ingredients.	Daily	20 mins to 3 hours	
Operating machinery for manipulation of medicines	Two to three times a week	Up to 3 hours	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Dealing with urgent orders for critically ill patients under a heavy workload.	Daily		
Respond to changing demands and situations in workload	Daily		

Working Conditions

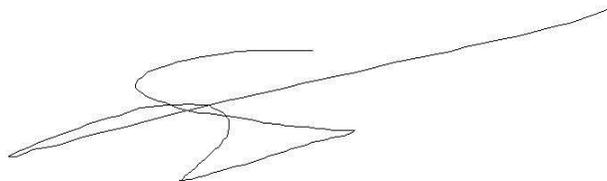
This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Exposed to unpleasant working conditions, including working in cramped and restrictive conditions when working in isolators and Laminar Air Flow Cabinets.	Two to three times a week	Up to three hours	
Exposed to fumes of cleaning products when spraying in products.			
Handle cytotoxic drugs and various other agents under COSHH regulations.			
VDU use for creating documents and spreadsheets, creating batch paperwork, ordering of stock, training.	Daily	Up to two hours.	

Reviewed by Gareth Tyrrell, Head of Technical Services
01/09/2021

A handwritten signature in black ink, appearing to be 'Gareth Tyrrell', written in a cursive style.

CAJE Reference/Date: 2021/0061